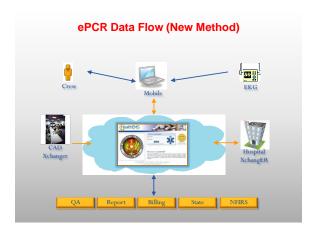




City Council and Mayor approve new EMS Field Data Capture and Billing Systems (August 2010) Partners Sansio and Intermedix join the LAFD Objectives: Replace existing paper-based EMS reports Capture & record patient data using new handheld computers Improve efficiency of ambulance billing/reimbursement Improve security of patient protected health information To Do List: Develop and deliver LAFD policies and training Deploy hardware, software and support logistically Collaborate with regional stakeholders Implement a new delivery system for hospitals to receive EMS reports Project Timeline: Must be complete by July 1, 2011







Department teams working together:

"One Goal - One Deadline!"

•<u>Team 1: Coordination & Training</u> – Emergency Medical Services Division

•<u>Team 2: Systems & Support</u> – Management Information Systems Division

•<u>Team 3: Vehicle Installations</u> – Supply & Maintenance Division

Coordination & Training

Team 1 - EMS Division:

Develop policies, training programs & materials, coordinate field implementation and collaborate with external stakeholders

- •Created Training/Implementation "Road Map"
- •Initiated ePCR Pilot Project (January 2011)
- •Delivered 118 (4) hour primary training classes (2400 members)
- •Implemented Advanced Quality Assurance Team
- •Collaboration: LA County EMS Agency & Hospital Association of Southern California

Systems & Support

Team 2 - Management & Information Systems Division:

Integrate new hardware and software platforms into existing infrastructure, receive and configure devices, register new devices each with a specific wireless phone number, deploy and troubleshoot hardware issues.

- •Received and cataloged 477 new devices
- •Provided initial configuration of devices
- •Created hardware inventory system
- •Provided technical support and facilitated systems integration (i.e. CAD, Sansio HealthEMS & Intermedix)

•Utilized existing staff (8 members)

Apparatus Installations

Team 3 - Supply & Maintenance Division:

Develop apparatus installation strategy for new computer battery chargers, integrate new wiring harness into apparatus electrical systems and provide logistical support for existing and new apparatus fleet.

- ·Apparatus wiring installations (2 hours each)
- 210 Rescue Ambulances
- •200 Fire Engines
- •60 Fire Trucks
- *Utilized existing staff (8 members)



Implementation Timeline

Battalion 7 Pilot Program January 18, 2011





Department "live" City-wide June 22, 2011



Lessons Learned

Successful ePCR implementation has resulted in $\underline{\text{quality of service}}$ improvements:

- √Patient care & documentation improvement
- $\checkmark \mbox{Ensures}$ privacy & security of confidential patient information
- ✓Speeds data transmission
- ✓Improves statistical data collection
- ✓Allows for prompt and accurate invoicing



Lessons Learned

Communication and Stakeholder partnerships an imperative: -Implementation Team Members

- •Implementation learn members
 •LA County EMS Agency
 •Hospital Association of Southern California
 •Local hospital ED/ITA leadership

Implementing new technology and data transmission programs requires <u>patience</u> supported by expertise!

EMS reports must be reconciled daily to ensure policy compliance and accurate transport invoicing

ePCR implementation and associated billing changes resulted in a net revenue increase of \$12.8M during the first year of the new program



New LAFD Business Model

ePCR: "The Seed" for future Health Information Exchange





Thank you - Questions

Gregory S. Reynar, Assistant Chief Los Angeles Fire Department Emergency Medical Services Division (213) 978-3885

gregory.reynar@lacity.org

